



CLAHRCBITE

Brokering Innovation Through Evidence

September 2019

Building a Secure Base at Spring House: Evaluation and Perspectives of a Co-constructed Community Based Service for Personality Disorder (PD)

Background

Spring House is a community service for people with PD. The majority of PD patients are cared for by generic community mental health teams. The PD hub service team differs in that it provides intensive case management to the most complex PD service users, who utilise resources the most, aiming to reduce their use of inpatient beds and out of area placements (which is both expensive and has the potential to cause iatrogenic harm) whilst simultaneously ensuring service users receive effective local quality care.

A recent economic evaluation of the Mersey Care PD Service (Graham et al, 2019) demonstrated that the service has been financially beneficial to the trust, saving £1.9 million per year by reducing the number of inpatient bed days.

In the modern NHS it is important to demonstrate efficiency, but this evaluation is focused on the clinically more relevant area of quality.

What was the aim of the project?

Evaluation aims and objectives

1. To establish the service users' and staff's experience of the PD service, so as to ascertain what aspects of the service they have found to be helpful so these can be replicated and further refined
2. To reflect on what might need to be improved

This evaluation contains a qualitative study of the 'lived' experiences of Spring House aiming to gain insight into the questions of 'how' and 'why' elements of Spring House prove to be effective (or not).

What did we do?

A purposeful sampling method was utilised to recruit subjects. Both focus groups and individual interviews took place. Thematic analysis was used to analyse the data.

In line with PAR (Participatory Action Research) approach, both service users and staff were involved in the planning of the evaluation, conducting interviews, analysing the data and writing up the final report.



Questions used in semi structured interview

1. What does Spring House mean to you?
2. How does your experience of Spring House compare to your experience of previous or other services?
3. What is your experience of adjusting to the way Spring House works?
4. What impact has spring house had on you?
5. What have been the helpful aspects of Spring House? What have been the unhelpful aspects?
6. How would you like things to be improved for the future?
7. Have you experienced any barriers accessing spring house? Prompt: travel issues, financial issues, referral to the service.

CLAHRC NWC Mersey Care 
Partner NHS Trust

What next?

What we found and what does this mean?

The transcribed interviews were analysed using a thematic analysis approach, with the themes that emerged listed below;

- 1. Spring House as life-changing experience**
 - o Routine, Purpose and Safety
 - o Empowerment and Responsibility
 - o Learning Life Skills
- 2. Differences between Spring House and other services**
 - o Bespoke Treatment
 - o Understanding Service User Needs
 - o Collaborative Working and Democratic Style
 - o Boundaries and Service Culture
- 3. Barriers experienced accessing Spring House**
 - o Communication
 - o Losing staff / Transition
 - o Service Logistics

Expansion of the service to cater for a greater number of service users, with the aim of providing specialist treatment to all service users with PD rather than only the most complex service users.

The service can be replicated within other areas of our trust providing more local services preventing the need for service users to travel so far reducing the cost of transport.

Offering a 24 hour service would enable service users' better continuity of care and more appropriate treatment any time of the day. Spring House aims to gain crisis beds in the future in order to provide a more comprehensive 24 service.

What is CLAHRC NWC?

CLAHRC NWC is a partnership between universities, NHS, public and local authorities.

Its mission is to undertake applied research to improve public health, wellbeing, quality of care & reduce health inequalities across the North West Coast region.